

FIG. 1

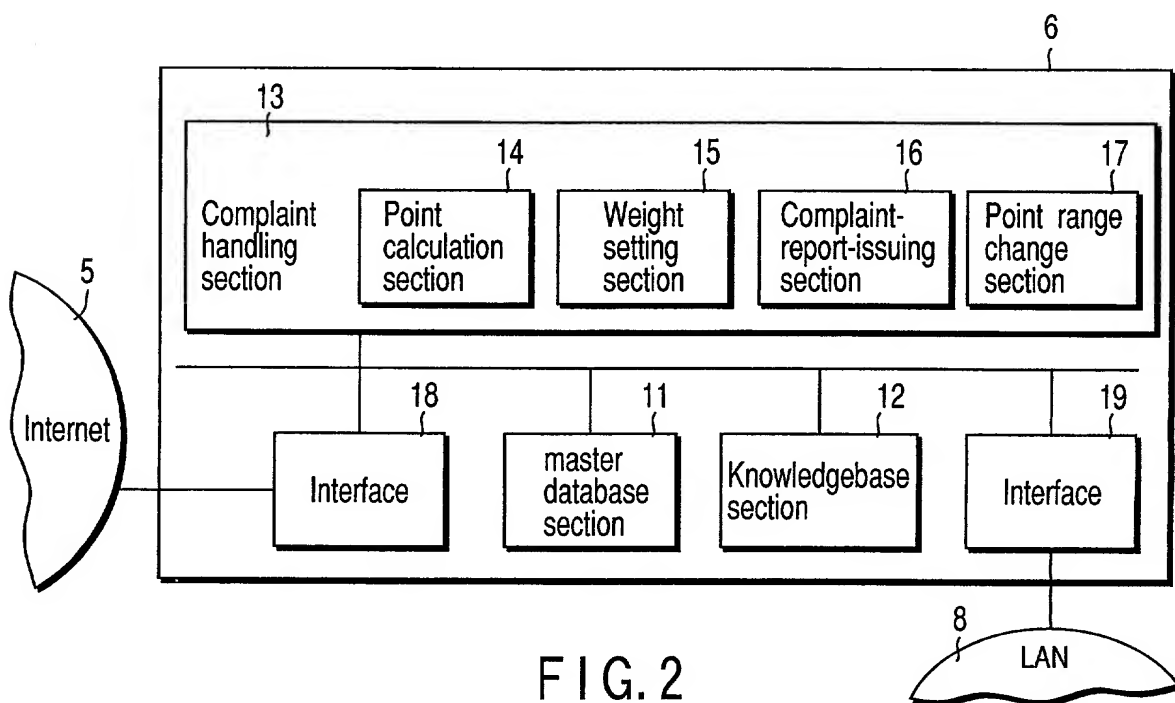


FIG. 2

No.	Analysis/determination item
1	Delivery situation of defective service part
2	Machine market operation reliability of defective product
3	Report situation to call center of the occurrence of complaints that are same as given complaint
4	Identical problem situation of maintenance service information about the occurrence of complaints that are same as given complaint
5	Setup report situation about the occurrence of complaints that are same as given complaint
6	Compensation situation of defective product
7	Product sales situation and inventory situation of defective product for the previous month
8	Product sales situation and inventory situation of defective product for the total period
9	Download situation of firmware and drivers corresponding to complaint

FIG. 3

Points	Range of value X1 obtained from formula of delivery situation of service part
1	$X1 \leq 49$
2	$50 \leq X1 \leq 99$
3	$100 \leq X1 \leq 149$
4	$150 \leq X1 \leq 199$
5	$200 \leq X1$

FIG. 4

Points	Range of value X2 obtained from formula of machine market operation reliability information
1	$X2 \geq 100$
2	$99 \geq X2 \geq 75$
3	$74 \geq X2 \geq 50$
4	$49 \geq X2 \geq 25$
5	$24 \geq X2$

FIG. 5

24

Points	Range of value X3 obtained from formula of report situation to call center
1	$X3 \leq 0.9$
2	$1 \leq X3 \leq 3$
3	$4 \leq X3 \leq 6$
4	$7 \leq X3 \leq 10$
5	$11 \leq X3$

FIG. 6

25

Points	Range of value X4 obtained from formula of identical problem situation of maintenance service
1	$X4 \leq 0.9$
2	$1 \leq X4 \leq 3$
3	$4 \leq X4 \leq 6$
4	$7 \leq X4 \leq 10$
5	$11 \leq X4$

FIG. 7

26

Points	Range of value X5 obtain from formula of setup report situation
1	$X5 \leq 2.4$
2	$2.5 \leq X5 \leq 4.9$
3	$5.0 \leq X5 \leq 7.4$
4	$7.5 \leq X5 \leq 9.9$
5	$10.0 \leq X5$

FIG. 8

27

Points	Range of value X6 obtained from formula of compensation situation of model
1	$X6 \leq 2.4$
2	$2.5 \leq X6 \leq 4.9$
3	$5.0 \leq X6 \leq 7.4$
4	$7.5 \leq X6 \leq 9.9$
5	$10.0 \leq X6$

FIG. 9

28

Points	Range of value (X7/X8) obtained from formula of product inventory situation of model
1	$(X7/X8) \geq 100$
2	$99 \geq (X7/X8) \geq 75$
3	$74 \geq (X7/X8) \geq 50$
4	$49 \geq (X7/X8) \geq 25$
5	$24 \geq (X7/X8)$

FIG. 10

29

Points	Range of value X9 obtained from formula of download situation of firmware and drivers corresponding to complaint
1	$X9 \leq 24$
2	$25 \leq X9 \leq 49$
3	$50 \leq X9 \leq 74$
4	$75 \leq X9 \leq 99$
5	$100 \leq X9$

FIG. 11

30

No.	Weight setting
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1

FIG. 12

31

Points	Action
45~31	Automatic issue of complaint report
30~16	Alarm notification of level 2
15 or less	Alarm notification of level 1

FIG. 13

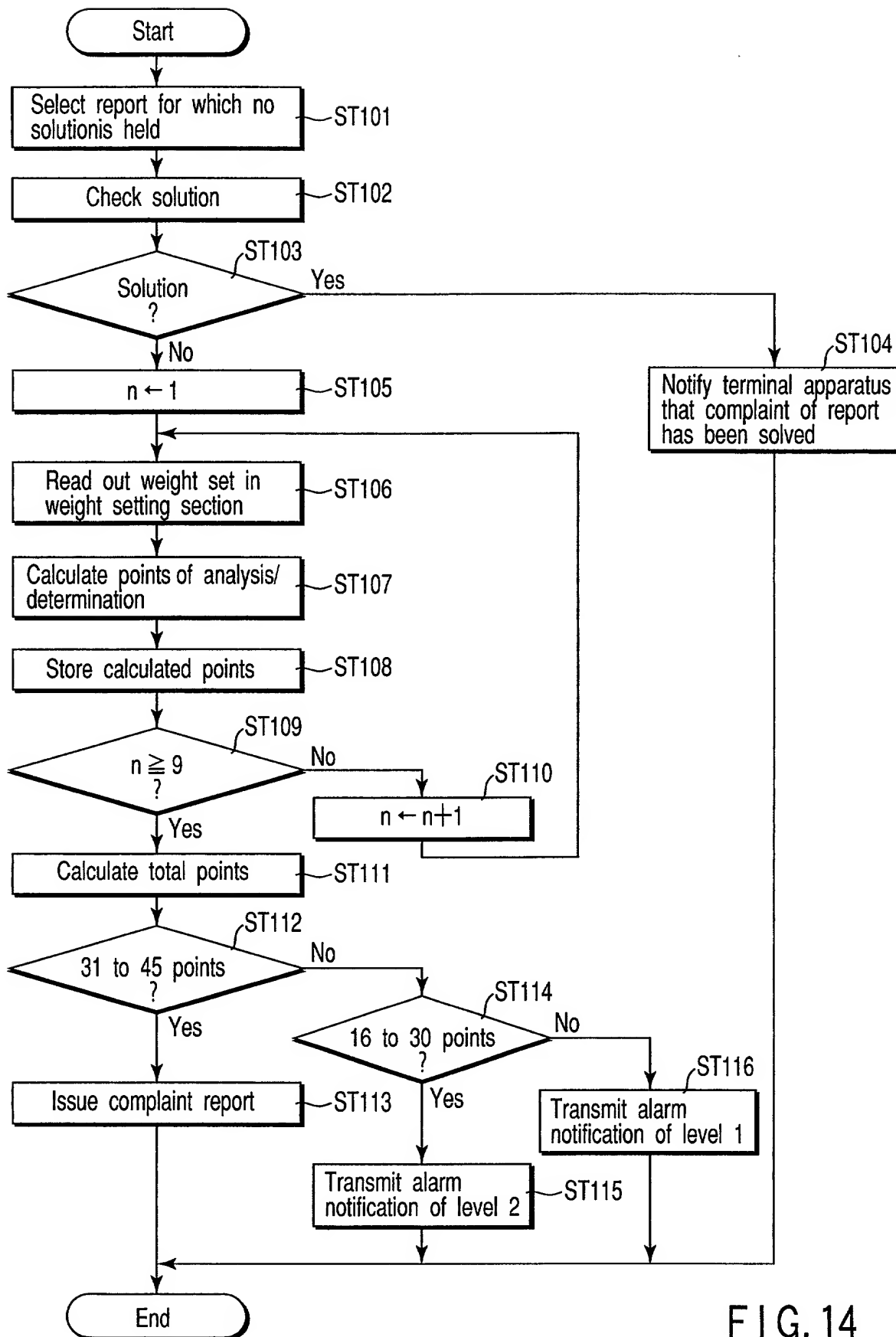


FIG. 14

a. Complaint category

Model [DP3580], Phenomenon code[P05], Unit code[U23],
Cause code[C02], Error code[E005]

b. Complaint title

<u>Paper jam under the drum due to breakage of the drum sensor</u>		
Cause	Location	Cause

c. Situation of occurrence

Faulty component number [part number]
Phenomenon software [software version number]
Manufacturing lot [Manufacturing factory and manufacturing number
including production month]
Copy counter [total copy counter value]

d. Details of complaint

Faulty phenomenon, Location of occurrence/ Related unit,
Caus, Emeygency measure

FIG. 15